Avaya Solution & Interoperability Test Lab

Application Notes for VXi 1026V Direct Connect Cord, VXi AVX Adapter and VXi UC ProSet Headsets with Avaya 1600 Series IP Deskphones - Issue 1.0

Abstract

These Application Notes describe a compliance tested configuration comprised of the VXi 1026V Direct Connect cord, VXi AVX Adapter and VXi UC ProSet Headsets with Avaya 1600 Series IP Deskphones.

VXi UC ProSet is a line of wideband audio, noise-canceling, corded headsets for the Contact Center and Office markets. The VXi 1026V Direct Connect cord and AVX Adapter are needed to connect the headset to the Avaya 1600 Series IP Deskphones.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

©2012 Avaya Inc. All Rights Reserved.

1. Introduction

These Application Notes describe the configuration steps required to integrate the VXi 1026V Direct Connect cord, VXi AVX Adapter and VXi UC ProSet Headsets with Avaya 1600 Series IP Deskphones. The VXi UC ProSet is a line of wideband audio, noise-canceling, corded headsets for the Contact Center and Office markets. The VXi 1026V cord and AVX Adapter are needed to connect the headset to the Avaya 1600 Series IP Deskphones.

In this compliance testing, the following headsets and accessories were tested:

- UC ProSet 10V-DC – Monaural, single-wire direct connect headset for headset-ready phones with a dedicated Headset jack. No amplifier is needed. To be used with V-series direct connect cords.
- UC ProSet 21V-DC – Binaural, single-wire direct connect headset for headset-ready phones with a dedicated Headset jack. No amplifier is needed. To be used with V-series direct connect cords.
- 1026V Direct Connect cord – Used to connect the above headsets to the AVX Adapter.
- AVX Adapter - Provides additional microphone volume boost and compatibility for direct connect headsets. It connects to the Headset port of the Avaya 1600 Series IP Deskphones.

2. General Test Approach and Test Results

The interoperability compliance test included functionality and serviceability testing. The functionality testing focused on placing calls to and from the Avaya telephones using the VXi headsets and adapters/cords, and verifying good talk path in both directions. The type of calls made included calls to the voicemail, and calls to and from internal extensions and the PSTN.

The serviceability testing focused on verifying the usability of the VXi headsets and adapters after restarting the Avaya telephones.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya's formal testing and Declaration of Conformity is provided only on the headsets/handsets that carry the Avaya brand or logo. Avaya may conduct testing of non-Avaya headset/handset to determine interoperability with Avaya phones. However, Avaya does not conduct the testing of non-Avaya headsets/handsets for: Acoustic Pressure, Safety, Hearing Aid Compliance, EMC regulations, or any other tests to ensure conformity with safety, audio quality, long-term reliability or any regulation requirements. As a result, Avaya makes no representations whether a

©2012 Avaya Inc. All Rights Reserved.

particular non-Avaya headset will work with Avaya's telephones or with a different generation of the same Avaya telephone.

Since there is no industry standard for handset interfaces, different manufacturers utilize different handset/headset interfaces with their telephones. Therefore, any claim made by a headset vendor that its product is compatible with Avaya telephones does not equate to a guarantee that the headset will provide adequate safety protection or audio quality.

2.1. Interoperability Compliance Testing

The following functionality was verified:

- Placing calls to the voicemail system. Voice messages were recorded and played back to verify that the playback volume and recording level were good.
- Placing and receiving calls to and from internal extensions to verify two way audio path and quality.
- Placing and receiving calls to and from the PSTN to verify two way audio path and quality.
- Answering and ending calls using the headset button on the telephone.
- Using the volume control buttons on the telephone to adjust the playback volume.
- Using the mute control button on the telephone to mute and un-mute the transmitted audio.

For the serviceability testing, Avaya 1608 IP Deskphones were restarted to verify proper operation of the headset after the reboot was completed.

2.2. Test Results

All compliance test cases passed successfully.

2.3. Support

For technical support and information on the VXi products described in this solution, contact VXi Technical Support at:

Phone: 800-742-8588 (toll free); 1-603-742-2888 (International)
E-Mail: TechnicalSupport@vxicorp.com
Website: http://www.vxicorp.com/customer-care/technical-support

©2012 Avaya Inc. All Rights Reserved.

3. Reference Configuration

Figure 1 illustrates the test configuration used to verify the VXi solution. Avaya Aura® Communication Manager and Avaya Aura® Communication Manager Messaging are installed on the Avaya DL360 Server. An Avaya G450 Media Gateway provides the VoIP resources for the connectivity of Avaya IP Telephones and a SIP trunk to the simulated PSTN used during the compliance tests. VXi headsets are attached to the headset port of the Avaya telephones using the 1026V Direct Connect cords and AVX Adapters supplied by VXi.

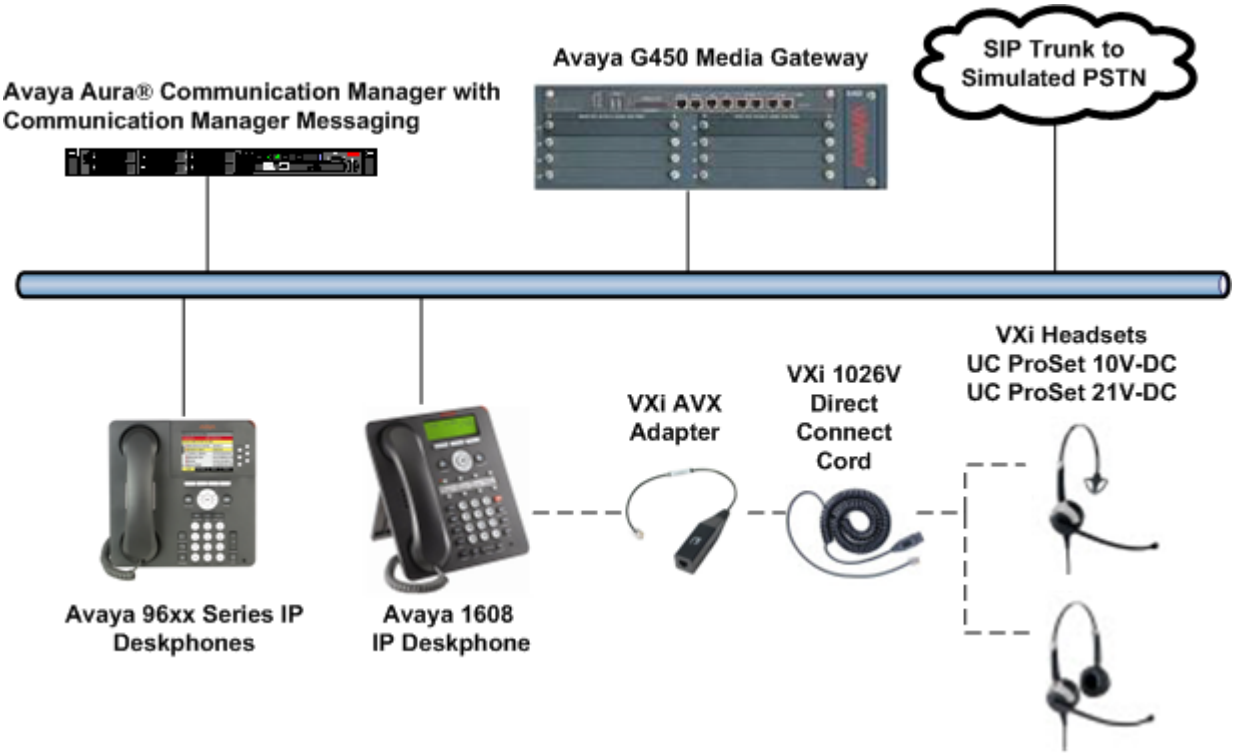


Figure 1: Test Configuration

©2012 Avaya Inc. All Rights Reserved.

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya Aura® Communication Manager, Communication Manager Messaging on the Avaya DL360 Server	6.2 SP 2 (R016x.02.0.823.0)
G450 Media Gateway	31.22.0
Avaya 1608 IP Phones	Value Edition H.323 1.3 SP 2
VXi UC ProSet 10V-DC Headsets	N/A
VXi UC ProSet 21V-DC Headsets	N/A
VXi AVX Adapter	N/A
VXi 1026V Direct Connect cords	N/A

5. Configure Avaya Aura® Communication Manager

These Application Notes assume that Communication Manager is configured and operational, and the appropriate endpoints are configured; refer to [1] for endpoint configuration. There are no additional settings required to be configured for the connection of the VXi headsets to the Avaya telephones.

6. Install the VXi UC ProSet Headsets

Connect the VXi UC ProSet headsets to the quick disconnect end of the 1026V cord. Connect the modular end of the 1026V cord to the modular jack of the AVX Adapter. The tail of the AVX Adapter connects to the Headset port of the Avaya 1600 Series IP Deskphone.



1. Quick disconnect plug: connect to headset
2. Modular plug: connect to AVX Adapter

©2012 Avaya Inc. All Rights Reserved.



1. Connect to the Headset port of the Avaya 1600 Series IP Deskphone.
2. Connect here the modular plug of the VXi 1026V Direct Connect cord.

The AVX Adapter has a **Compatibility Switch** on the side of the unit, and a **MIC ADJ** control on the bottom. During the compliance tests in the Lab, it was determined that the best quality on the transmitted audio was obtained when the **Compatibility Switch** was set to position **1** (left). The **MIC ADJ** was set to the maximum volume, by turning the control all the way clockwise using the adjustment tool provided with the headset. The specific values for these settings will change depending on the particular perception of the headset user. For more information on how to adjust these settings, see [3].

All other functionality of the headset is controlled by the individual buttons on the 1600 telephone set. No additional configuration is required.

7. Verification Steps

This section provides the steps that can be performed to verify proper installation of the VXi UC ProSet headset with the Avaya 1600 Series IP Deskphones:

1. Press the Headset button on the Avaya 1600 telephone. Verify dialtone is heard on the headset.
2. Place a call to another extension.
3. Verify two-way talk path between the headset and the called extension.
4. Press the Mute button on the 1600 telephone and verify the call can be muted/unmuted.
5. Verify the volume can be adjusted by the Volume control on the 1600 telephone.
6. Disconnect the call from the headset by pressing the Headset button. Verify that the call is properly disconnected.

©2012 Avaya Inc. All Rights Reserved.

8. Conclusion

These Application Notes describe the testing conducted to integrate the VXi 1026V Direct Connect cord, VXi AVX Adapter, and VXi UC ProSet Headsets with Avaya 1600 Series IP Deskphones. All test cases were completed successfully.

9. Additional References

This section references the Avaya and VXi documentation that are relevant to these Application Notes.

The following Avaya product documentation can be found at http://support.avaya.com.

[1] *Administering Avaya Aura® Communication Manager*, Release 6.2, Issue 7.0, July 2012, Document Number 03-300509.
http://downloads.avaya.com/css/P8/documents/100156867

Documentation and information for the VXi UC ProSet headsets and adapters can be found at the following websites:

[2] UC ProSet headsets product information.
http://www.vxicorp.com/products/contact-center-and-office-solutions/corded/vxi-uc-proset/

[3] AVX User Guide.
http://www.vxicorp.com/resources/user-guides/

©2012 Avaya Inc. All Rights Reserved.

©2012 Avaya Inc. All Rights Reserved.
Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.

©2012 Avaya Inc. All Rights Reserved.